## Information Services Board Meeting Minutes –February 6, 2003
Department of Information Services Boardroom, The Forum Building
Olympia, Washington

### Members Present:
Emilio Cantu
Marty Daybell
Tom Fitzsimmons
Earl Heister
Fred Kiga
D.J. Mark
Stuart McKee
Laura Ruderman
Mary McQueen

### Members Absent:
Glenn Anderson
Darlene Fairley
Mary McQueen
James West
Jayasri Guha
Ed Lazowska
Fred Stephens

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| **Roll Call** | A sufficient number of members were present to constitute a quorum. |
| **Approval of Minutes** | The minutes from the January 10, 2003 were approved. |
| **Department of Information Services Review of statewide response to the SQL Worm Virus attack** | Mr. Stuart McKee, director of the Department of Information Services (DIS), presented a brief overview of the state's response to the SQL Worm Virus denial of service attack. The effects of the attack were relatively benign. The first impacts were noted at 9:00 p.m. January 24, 2003. The Washington Computer Incident Response Center (WCIRC) declared an incident at 1:00 a.m. on the 25th. Normal operations were resumed at 5:00 a.m. and the incident was declared contained at 10:30 a.m. |
| | DIS will continue to aggressively attack specific network vulnerability risks. No Board action is required at this time. Mr. McKee suggested that standards for e-mail and remote access might be proposed for the board to adopt in the near future. |
| **Department of Information Services Legislative Update** | Ms. Marie Sullivan, DIS Legislative Liaison, reported on the status of three bills of interest to the Board. |
| | The first is the Information Services Board membership bill, House Bill 1360. It is co-sponsored by Representative Ruderman and Representative Anderson. The bill adds the administrator of the Legislative Evaluation Accountability Program Committee |

(LEAP) as an ex officio, non-voting member to the ISB. There was discussion at the hearing about modifying the bill to allow the ISB to select non-voting members.

The second bill is House Bill 1271 regarding public safety radio interoperability. Several people opposed the bill as written; a substitute bill will be filed.

The last bill is the Criminal Justice Information Act, House Bill 1605 co-sponsored by Representative Ruderman and Representative Anderson (and companion Senate Bill 5648 co-sponsored by Senators Schmitt, Ester, Redden, and Holston). The bill would enable sharing and integrated delivery of justice information maintained in the state's information systems.

**Department of Information Services Windows 2000 and Enterprise Architecture Projects**

Mr. Phil Grigg, IS manager for the Department of General Administration (GA), chairs the steering committee for the Windows 2000 Active Directory Deployment Project. The committee recommended that the state should be a single production forest (that is, directory implementation). The project began in November 2000, testing began in April 2001, and the production forest was established in May 2001.

Mr. Mike McVicker, DIS Deputy Director for Services, added that 12 agencies came together in a collaborative effort to establish the initial infrastructure. The Windows 2000 forest infratructure will be the foundation for providing a more flexible business process for individual agencies.

Mr. McKee endorsed the enterprise-wide approach as state CIO. He recommended that the CAB propose some guidelines and standards that the ISB might adopt for statewide standards specifically related to this project.

The steering committee reports to the Customer Advisory Board (CAB) and DIS' role is to provide leadership and manage the statewide root environment. The steering committee is open to anybody who wants to participate.

Senator Emilio Cantu requested that the record reflect that he did not participate in this discussion. He declined to participate on the grounds that he owns Microsoft stock. Mr. Fred Kiga, Governor's Chief of Staff and ISB Chair, did not participate for the same reason.

**Geographic Information Systems GIS Standards Approval**

Mr. Jeff Holm, DIS Geographic Information Systems coordinator, requested approval of technical standards that the ISB subcommittee on the Geographic Information Technology (GIT) recently endorsed.

The Washington State Geographic Information Council (WAGIC)

was created at the request of the ISB in December 2001. The subcommittee met in March of 2002 and adopted a charter to represent the strategic interest of a coordinated approach to the use of DIS technology. One of the goals adopted was to develop technical standards and policy as it related to GIT.

The first standard is a process document that integrates adjunct to the ISB's formal process for establishing IT policy and standards.

The second standard is to establish a standard coordinate system to reference any particular point located within the state. The cited standard is currently employed by several state agencies and is generally considered a best practice in the GIS community.

The last standard is a datum standard that establishes a coordinate system for referring to a location in Washington state.

Adopting these standards are cost effective and estimated to be $800,000 to $900,000 with average payback periods ranging from 11 to 13 months.

Mr. McKee motioned that the standards be adopted as presented. The motion was approved.

**Department of General Administration Procurement System Strategy**

Mr. Bill Joplin, GA Acting Assistant Director for Purchasing Services, presented a brief review of the objectives that must still be met despite The Ultimate Purchasing System (TUPS) contract was terminated. TUPS' main objective was to reduce staff time involved in procurement and payment processes as well as reduce product costs through improved management information.

The GA team is now working on implementing vendor self-registration, scheduled for completion by July 2003. This will enable automatic distribution of bid notifications. GA will then begin working on a data warehouse to provide transaction volumes and the procurement analysis.

**Department of Corrections Offender Management Network Information Update**

Mr. Joe Lehman, Secretary of the Department of Corrections (DOC), gave a brief overview of the Offender Management Network Information (OMNI) project that will replace the legacy Offender Based Tracking System (OBTS). The project consists of four phases. The first phase is currently in production and being used in the business practices of the Department of Corrections (DOC) at this time. The second phase is currently in development, but slightly behind schedule.

Mr. Don Price, DOC Information Technology Chief and OMNI project manager, explained that the there have been significant

changes in the requirements that were bid on for the project due to the Offender Accountability Act. Also, additional people were added to the project who had not worked with DOC before. Both of these caused further delays.

Mr. Lehman stated the two lessons learned from these delays were: the importance of early and accurate project requirements; and, to control the change requests and establish a deadline for the process of change requests.

Mr. Price said that DOC has developed a corrective action plan for the schedule delay. DOC has added resources to the project, streamlined the joint application design process to shorten review cycles, and added workshops to allow more time to develop the requirements. DOC has also tightened control of the change requests. All of these actions have been added to the schedule and the project is now on track for delivery on June 17th.

**Health Care Authority Insurance System Replacement Project Status**

Mr. Tom Neitzel, Health Care Authority (HCA) Assistant Administrator, detailed the schedule of HCA's Insurance System Replacement Project (ISRP). System testing has begun on the eligibility enrollment deliverable. Billing and batch processing is the second deliverable; system testing began March 1st and is scheduled to finish on April 1st. User acceptance testing will begin testing on April 1st.

The HCA is currently training staff internally and the project is scheduled to go into production at the end of June.

Mr. Emry Sisson, Vice President of Healthaxis Incorporated, gave a demonstration of the new-hire enrollment form that will be used.

**Department of Personnel Civil Service Reform and Collective Bargaining Activities**

Mr. Gene Matt, Director of the Department of Personnel (DOP), announced that since the last meeting DOP has concluded interviews with the quality assurance consultants and selected Sterling Associates. By March 10th DOP intends to select a consultant to write the human resource software and services RFP. DOP has retained Dye Management Group Inc., to finalize a six-month work plan to refine DOP's business and technical requirements. Dye will also conduct an organizational readiness change management assessment and assist with a multi-year communications plan.

Mr. Peter Antolin, Senior Budget Assistant for the Office of Financial Management (OFM), discussed the financing alternatives. In the 03-05 Biennium, DOP anticipates that the costs will be estimated at $21 million in the first year of the biennium, and $13 million in the second year. The final phase is scheduled for the first year of the 05-07 Biennium and is

estimated to cost $6.1 million. Total cost of the project (excluding interest) is estimated at $41.2 million.

DOP has conferred with the Office of the State Treasurer regarding the merits of bonds versus a Certificate of Participation (COP).  A taxable bond provides more flexibility than a COP.  The most significant risk of a taxable bond is that it requires legislative approval. The current project activities cannot proceed past June 30, 2003 without a viable funding source.

Senator Cantu stated his serious concerns about the decision to allow Dye Management to respond to the RFP for integration services after it worked on the feasibility study, finalized the six-month work plan, refined the business and technical requirements, and drafted the initial communication plan.

Mr. Earl Heister concurred that he considered Dye Management's ability to respond to the RFP to be an inherent conflict of interest. He stated that any company who is just reading the RFP specification will not have the same level of knowledge as Dye who helped develop the plan and interacted with the agency for six months. Mr. Heister asserted that he considers it bad business practice.

Senator Cantu suggested that there is not enough time set aside to adequately define the requirements before starting the negotiation process and that he would suggest going back to the legislature and asking for more time on this project.

Mr. McKee suggested that the DOP provide to the Board its plan for mitigating the risk associated with the RFP, especially those associated with Dye Management's continued involvement. Mr. McKee as suggested that DOP establish audit parameters as soon as feasible.

Senator Cantu added the suggestion that the DOP might contact key legislators or Appropriations Committee members regarding the level of support or interest in the project.

**Public Comment**            There was no public comment.

**Adjournment**               The meeting was adjourned.